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TIME-BASED AUTOMATED CALL SYSTEM USING VoIP SERVICES: SENIOR PROJECT DESIGN REPORT

by
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March 25, 2007

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ABSTRACT

The Time-based Automated Call System Using VoIP Services takes scheduling information and calls those participants that are still scheduled to participate after the cancellation start time. Each participant is to be contacted by a phone call and a pre-recorded message played. Each phone number that is not answered is recorded and the coordinator is able to review these numbers.

The program utilizes a database to store contact and scheduling information. Then using graphical interface, the user is able to enter the cancellation details and start the process. Using SQL Query statements, the numbers to call are pulled. Using the interface from Skype, each number is called using the Voice over Internet Protocol and when answered, the pre-recorded message is played for 60 seconds or until the call is disconnected, whichever occurs first.

Testing results of the program show the program is feasible and will work in the required environment. The testing also shows the efficiency of the program as the pulling of the phone numbers does not take more than a minute, and then each phone call is limited to 60 seconds, so there is no extended conversation that can occur when a coordinator has to make the calls.

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